# Strategic Plan for Traffic and Criminal Software (TraCS) in Alaska 2009-2010

*Safer Roads, Better Information, Less Paper*


**ALASKA TRACS STEERING COMMITTEE**

VERSION 11

September 2009

Authored by: DPS & CTG for Alaska TraCS Steering Committee

# TRACS STRATEGIC PLAN

Table of Contents

# TraCS Strategic Plan

*Safer Roads, Better Information, Less Paper*

## Introduction

TraCS (Traffic and Criminal Software) is a data collection and reporting application for the public safety community. It provides a state-of-the-art information management tool to streamline and automate the capture and transfer of incident data in the field. Using the latest mobile computing technologies to capture and report incident data where it occurs, TraCS improves the accuracy, completeness, and timeliness of incident data and reduces administrative duties and paperwork by law enforcement personnel.

The TraCS Alaska Steering Committee seeks to implement TraCS to improve the collection and sharing of citation, crash, and other incident data. This strategic plan is the road map to accomplish that goal.

## Background

TraCS was developed by the Iowa Department of Transportation with funding assistance from several federal agencies. From its conception, TraCS was designed and developed using a flexible architecture that, with minor modification, could be transferable and easily adapted and customized for use by agencies in state/provinces other than Iowa.[1]

The State of Alaska Department of Transportation (DOT & PF) started a pilot project in summer of 2004 to test the feasibility of using TraCS to issue electronic citations for Commercial Vehicle Enforcement (CVE). The pilot project demonstrated that TraCS could be successfully used to easily collect CVE citation data and it was evident that the application's flexibility could be leveraged to also collect other citation and crash data. Prior to 2004 DMV began implementing the 2D bar code on Alaska drivers' licenses and vehicle registrations, paving the way for automated data entry of these items.

## Benefits of TraCS

### TraCS Helps Standardize Forms

State and local law enforcement agencies (LEAs) recognize the urgent need to improve Alaska's traffic ticket and crash reporting systems, which rely on inefficient manual paper processes. Timely and accurate data collection and processing calls for automation.

[1] From TraCS National web site, http://www.tracsinfo.us/tracs_home.asp

Alaska Statute AS 28.35.100(b) requires all agencies documenting crashes to use a crash form approved by the Department of Public Safety (the 12-200 Alaska Crash form). AS 28.05.041 requires the Commissioner of Public Safety to prescribe and provide suitable forms to carry out the state's traffic safety laws, including a standard citation form (Alaska Uniform Citation, form 12-213AUC). Standardized statewide data collection forms are ideal for use with the TraCS application. Information in electronic form can be more easily and consistently archived. It has a much higher data accuracy level (via validation at the time of data collection), can be stored for easy access and lookup, and the record is complete as it includes all of the elements which constitute a report. For example, archived crash reports can contain the information from the crash form, the narrative, and the collision diagram.

### TraCS increases highway safety

- Significantly decreases the time it takes an officer to write a traffic ticket or collect crash report information. The less time officers and motorists spend parked along busy roads, the less chance of crashes, injury or traffic disruption.
- Greatly improves the accuracy of crash and citation data that police collect. Better data means better decision-making for road safety.
- Reduces the time officers spend on paper work, thus increasing their availability for patrol.
- Accelerates the flow of crash data to highway safety managers, allowing agencies to deploy their limited resources to high risk crash areas based on the most current and accurate data

### Automated Features of the TraCS System

- Ticket and crash form information can be scanned directly into the TraCS system from the 2D bar code on drivers' licenses and vehicle registrations.
- A diagram tool allows officers to create clear, accurate depictions of crash scenes. Templates of problematic intersections or roadways can be saved for repeated use.
- Electronically gathered data can be shared without duplicate data entry by police, DMV and courts, which saves time and minimize errors.
- TraCS automatically generates a unique citation number.
- Selected violation code automatically fills in the DMV code, fine/surcharge amounts, and other information, saving officer time and reducing risk of errors.

## Governance – TraCS Steering Committee

A multi-agency coalition chartered the Alaska TraCS Steering Committee. This committee is charged with providing leadership oversight to Alaska TraCS projects by making available a venue for state and local government agencies to coordinate planning and funding requests, discuss

challenges, share information, foster a spirit of cooperation, and make recommendations to State of Alaska leadership on TraCS matters.

Governance of this strategic plan will be provided by the Alaska TraCS Steering Committee in accordance with its charter[2]. The Charter delineates the mission, objectives, organization, procedures, and functions of the Steering Committee, which consists of key officials from the following state and local agencies:

- **Alaska Association of Chiefs of Police (AACOP)** – members include the police chiefs from law enforcement agencies around the state of Alaska. This is a potential primary user group of the TraCS application and a future consumer of electronic TraCS data.
- **Alaska Court System** –consumer of TraCS citation data(from DOT's Commercial Motor Vehicle Enforcement officers since 2006). Primary future consumer of TraCS citation data from other LEAs. .
- **Alaska Railroad Police –** represents interests of smaller law enforcement agencies
- **Alaska Traffic Records Coordinating Committee** – the TraCS implementation is part of the approved project list for this committee. The Alaska TraCS Steering Committee will stay in close contact with this committee to report on progress and maintain an awareness of the ATRCC directives.
- **Anchorage Police Department** – generates a large volume of citations.
- **Department of Administration** (Division of Motor Vehicles) – future consumer of TraCS data into the ALVIN system and future consumer of information collected for a DUI application using TraCS.
- **Department of Public Safety** (Divisions of Alaska State Troopers and Statewide Systems) - a primary user group of the TraCS application and a primary consumer of citation and crash data. Future use of TraCS data is integration with APSIN and the AST Records Management System.
- **Department of Transportation & Public Facilities** (Divisions of Measurement Standards, Commercial Vehicle Enforcement and Division of Program Development and Highway Safety Office) - primary consumer of crash data for analysis and federal reporting purposes. CVE uses TraCS to write citations. DOT & PF maintains a transportation database, the Highway Analysis System (HAS), which is a future consumer of electronic TraCS data. However, the accident diagram and crash narrative will not reside in the HAS system.

[2] See Alaska TraCS Steering Committee Charter, section 4. http://www.aacop.org/tracsalaska_charter.htm

Multi-agency participation is strongly encouraged and equitable representation should be maintained to ensure a comprehensive range of perspectives and needs. Open and collaborative governance will help to ensure success. It is essential that agencies participate in the planning processes, as well as implementation, to ensure that the needs, concerns, and successes of all groups are shared.

Many different agencies, both state and local, will be implementing portions of the strategic plan. Deployment of the TraCS system will require adherence to standards for all participants – a consistent environment is key to success. The Alaska TraCS Steering Committee has agreed to abide by information sharing standards endorsed by Alaska's Multi-Agency Justice Integration Consortium (MAJIC), which is another collaborative group that meets regularly to improve information sharing among justice and justice-related agencies in Alaska.[3]

## Vision & Mission

- **Vision**: To deploy TraCS software across Alaska and provide use and support to all Law Enforcement agencies.
- **Mission** The mission of the Steering Committee is to provide leadership oversight to TraCS projects in Alaska by providing a forum for state and local government personnel to address challenges, promote information sharing and cooperation, and make recommendations to State leadership on TraCS matters.
- **Goal:** Improve the timeliness, accuracy, completeness, uniformity, integration, and accessibility of electronic citation and vehicle crash data. [4]

## Objectives

- Oversee implementation of TraCS projects.
- Be accountable for TraCS projects and ensure that specific requirements by participating agencies are met.
- Discuss topics relevant to TraCS implementation activities.
- Represent the business interests of their respective agencies.
- Review and approve plans for TraCS expansion in Alaska to ensure that Agency business requirements will continue to be met.

## Agreements Between Agencies

To ensure a common understanding of roles and responsibilities for the TraCS system, several documents will be needed to establish the use and support environment.

[3] For more information about MAJIC, go to: http://www.ajsac.state.ak.us/majic

[4] See Alaska TraCS Steering Committee Charter, section 4

- **Lead agency user agreement** – when a larger law enforcement agency commits to providing TraCS services and support to another LEA, the lead agency will need to complete this agreement document. This document needs to be developed and reviewed by the Alaska TraCS Steering Committee to ensure that it clearly defines responsibilities and procedures.
- **TraCS User Agreement** – each agency that uses TraCS will sign this document. It establishes roles and responsibilities that the agency will need to agree to in order to be successful in using TraCS.
- **Application specific agreements (Court for citations)** – Some agencies have custom agreements which will need to be signed by agencies using TraCS to enable them to provide data to those agencies in an electronic format. For example, the State of Alaska Court System has an agreement that agencies need to sign if they are to provide their citation data in electronic form for importing into the CourtView system.

## Financial Resources

Many financial resources may be available to help implement TraCS. TraCS implementation is included in the Alaska Traffic Records Improvement Plan, approved by the Alaska Traffic Records Coordinating Committee (ATRCC). ATRCC evaluates and makes recommendations for grant funding for TraCS and other projects to improve Alaska's traffic records. Some of the funding sources available for TraCS implementation that have been used in the past include the following. However, future funding may be from different sources.

- Federal grants:
  - "Section 408. State traffic safety information system improvements" a section of the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy For Users* (SAFETEA-LU). Section 408 grants are from the National Highway Traffic Safety Administration (NHTSA) and administered through the Alaska Highway Safety Office (AHSO) – http://www.dot.state.ak.us/stwdplng/hwysafety/index.shtml
  - "Section 154. Open Container Laws and Alcohol Involved Crashes", a section of the *Transportation Equity Act for the 21st Century (TEA-21)*. Section 154 grants are from the National Highway Traffic Safety Administration (NHTSA) and administered through the Alaska Highway Safety Office (AHSO) – http://www.dot.state.ak.us/stwdplng/hwysafety/index.shtml
  - Federal Motor Carrier Safety Administration grants – www.fmcsa.dot.gov, administered by the State of Alaska Department of Transportation and Public Facilities,

http://www.dot.state.ak.us/. This has been a source of funding in the past for TraCS implementation but that does not necessarily imply future funding availability.

- Byrne-JAG law enforcement grants awarded directly to local governments. These grants are provided by and also administered by the Department of Justice and administered. A web page with names and contact info is available at: http://www.ojp.usdoj.gov/BJA/resource/stcont.htm This has been a source of funding in the past for TraCS implementation but that does not necessarily imply future funding availability.

- Capital project funds appropriated to state agencies

## Procurement Strategy

Different procurement methods are available for acquiring the necessary items for an agency to utilize TraCS. Agencies should plan appropriate timelines for acquisition of these items and should take into account when federal or state funds are available for expenditure. Agencies should allow 6 to 8 weeks to purchase, receive, and process the necessary equipment to use TraCS. Note that this does not include system configuration. Several procurement methods are available to agencies:

1. Agency uses its current purchasing process for hardware, software, or services necessary for operating TraCS. The advantage is that this uses a familiar process, however if the agency is not purchasing in bulk, discounts may be lost.

2. Agency utilizes the State of Alaska WSCA (Western States Contracting Alliance) contracts.

    a. WSCA is an umbrella name for a broad group of contracts covering many different products, including technology hardware. For information on the specific contracts, see www.aboutwsca.org or http://www.aboutwsca.org/content.cfm/id/wsca_current_contracts for a listing of current WSCA contracts.

    b. When the State of Alaska signs a participating agreement with the vendor to use a specific WSCA contract, they include language indicating that it is available for local government agencies to use. There are 23 vendors and under the new contract and SOA has signed participating agreements with all of them. This contract becomes active September 1, 2009. SOA has signed participating agreements for all technology hardware vendors under the current contracts. (Toshiba, Fujitsu, Dell, Panasonic, HP, Lenovo, etc. See: http://www.state.ak.us/local/akpages/ADMIN/dgs/cam/pdf/WSCA%20Contract%2015computers.pdf ). Under the technology contract there is no payment for shipping unless the agency specifies expedited shipping.

c. Many other contracts are available for political subdivisions within the state of Alaska for agencies to use. See http://polisubs.alaska.gov/ There is a class called "Buying the Good Stuff" held a couple of times a year. There is also on-line training and a FAQ.

d. The agency funding authority will process the necessary paperwork or conduct the required process (whatever that may be as required by their local governing body) to attach to and use the contract agreement. So long as the local agency purchasing rules allow it, they can use the SOA contracts. See the on-line documentation at the state of Alaska site on how to use a WSCA contract (http://www.state.ak.us/local/akpages/ADMIN/dgs/pdf/Outreach%20Flyer1.pdf) or watch the video at http://polisubs.alaska.gov/video.html.

3. Multiple agencies work out a cooperative agreement with a single vendor to do a single large purchase of hardware, software, or services to lower costs. Each agency pays its portion directly to the vendor.

4. The TraCS Steering Committee should approve specification sheets for recommended hardware and software to provide to Alaska TraCS member agencies when making a purchase. The goal is to make the acquisition of the equipment easier.

5. Other resources, such as supporting software like Easy Street Draw, which may be common to all users of the TraCS system, may be best acquired and maintained through cooperative purchase and maintenance agreements. The Alaska TraCS Steering Committee should consider aggregated purchases of supporting tools and resources to ensure that the technology resources remain consistent for the purpose of ease of use and data management. DOT&PF anticipates obtaining an Easy Street Draw license for their users.

Note that the TraCS National Steering Committee has published hardware standards which are strongly recommended for operating the TraCS application. See the section on TraCS Standards.

## Communications

TraCS project goals include improving the timeliness, accuracy, completeness, uniformity, integration, and accessibility of citation and vehicle crash data. Achieving those goals requires collaboration, cross agency support and partnerships. TraCS maximizes long-term benefits with the active participation and dedication of members from all affected agencies working towards a common goal.

There are a number of existing stakeholders, committees, and groups with which the Alaska TraCS Steering Committee may form partnerships. Below are some of the communications tools and

venues which can greatly assist with keeping Alaska TraCS users, committee members, and interested parties informed of the status of TraCS in Alaska:

- **Alaska TraCS Website** – a website should be used and maintained for the purpose of communicating information about the Alaska TraCS system, project status, membership, documentation, and trouble reporting. A process will need to be developed to enable content of the web site to be updated by Alaskan agencies that use TraCS. A working group should establish the process for submission of materials, establish a review process of the materials, and determine the responsible party for posting the updated materials to the web site. At this time, the official Alaska TraCS website is the AACOP web site and is available at: http://www.aacop.org/tracsalaska.htm
- **Targeted Communications** – as the TraCS system is implemented and deployed, specific agencies and/or individuals will be notified with appropriate summaries regarding status. Agency personnel should be kept informed of activities, both current and forthcoming so there are no surprises during activities such as deployment.
- **Annual User group meeting** – to facilitate communication and information sharing, an annual user group meeting of Alaska TraCS users will be held each year. All agencies which use TraCS or are considering using TraCS may attend. Various workshops should be held to share expertise among attendees and to foster cross agency participation. Open forums for discussions on TraCS issues should also be included in the presentations. The first meeting is tentatively scheduled for February 2010.
- **National Steering Committee meeting** – appropriate representatives from the Alaska TraCS Steering Committee and Alaska TraCS users as well as technical personnel should attend the National Steering Committee meeting. Voting members should poll Alaska TraCS users regarding desired changes prior to attending and will vote for TraCS changes accordingly. Attendees will provide the Alaska TraCS Steering Committee with an agenda beforehand and a briefing of the national meeting upon their return. This information will be made available on the Alaska TraCS web site for all members.
- **User manual** – TraCS can be highly customized for agency use. A user manual for Alaska TraCS users is needed to inform and educate users regarding the use of TraCS, procedures, policies, and troubleshooting techniques. Quick reference guides or handy pocket guides with the essentials of TraCS usage and help numbers should be developed and distributed.

## TraCS Standards

Standards for hardware, applications, data exchange and reports will be necessary for the successful implementation and long-term use of TraCS. Standards will also enable efficient use of resources for the implementation and help to create an environment which is largely location independent.

This does not mean that all agencies will be required to purchase identical equipment. However, matching equipment can lower operating costs significantly and have a high potential for procurement savings.

The Alaska TraCS Steering Committee has agreed that a sub-committee will be formed to establish hardware and application (intelligent form) standards for TraCS use in Alaska. Other standards include data exchange and reports. As TraCS use increases and the overall focus of activities moves into integration, the data exchange standards will become predominant.

## Hardware

The TraCS National Steering Committee has established hardware recommendations for successfully using TraCS. These recommendations are available via the TraCS web site at: http://www.tracsinfo.us/Tracs_Hardware.asp The Alaska TraCS Steering Committee has agreed that a sub-committee will be formed to establish hardware and application (intelligent form) standards for TraCS use in Alaska. The sub-committee will review hardware on a regular basis and provide the full committee with recommendations for Alaska standards as well as possible purchasing strategies for cost savings.

## Applications

The TraCS system uses intelligent forms (applications) for the data collection tasks. These TraCS forms satisfy the requirements of DPS paper forms ( 12-200 Alaska Crash form and 12-213AUC Alaska Uniform Citation). They are standardized at the statewide level and may not be changed without approval of the Alaska TraCS Steering Committee

## Workflow

Workflow is the sequence of operations or tasks that happens for a particular business process. For example, the business process of issuing a citation, irrespective of the location in which the citation is issued, is generally the same for law enforcement agencies. Workflow is important as a standard because the implementation of TraCS will require that a specific sequence be followed, largely universally, by personnel who are collecting the data electronically. Laws, policies and practices affecting workflow will be documented, standards established, and the standards disseminated and understood by personnel who will use TraCS. Identifying, maintaining, and following a consistent workflow also assists with the troubleshooting process because it enables all parties to identify at what stage in the process the problem manifested.

## Data Exchanges

The Alaska TraCS Steering Committee has adopted the same standards for data exchange as those used by MAJIC (Multi-Agency Justice Integration Consortium). More information is available at: http://www.ajsac.state.ak.us/majic/DesktopDefault.aspx

Data exchange standards are a critical component of sharing TraCS information with multiple agencies and applications. Agencies with a need for TraCS information include the Alaska Court System, Department of Transportation, Law Enforcement Agencies, Division of Motor Vehicles, Commercial Vehicle Enforcement, and the Department of Public Safety.

Data exchange standards are important to the TraCS application because they provide the necessary infrastructure to enable automated information sharing. The sharing of information and the benefits that it brings to the community can easily outweigh the initial efforts to implement. Essential elements of data exchange and integration include establishing well-defined standards with sufficient detail as well as establishing standards for collecting and communicating the data. For crash data this includes the crash elements, the narrative, and the accident diagram in addition to any other standardized information collected in the field.

The ATRCC is working towards establishing a consistent way to define crash data by the use of ANSI D-16/D-20 and MMUCC standards. The TraCS Steering Committee should support this effort.

Offenses (defined in statutes, regulations and local ordinances) are fundamental to the TraCS citation application. The Alaska TraCS Steering Committee should adopt a systematic process for updating offense codes and related offense information in TraCS when changes occur in the laws. The current process is:

1. The Alaska Court System maintains a table of offenses in its CourtView automated case management system. In order for a charge to be entered into the court's system, the offense code must be valid in the court's table. When changes occur, the CourtView table is updated.

2. Weekly, an extract from the CourtView offense table is disseminated by email to DPS and agencies that issue electronic citations (whether TraCS or another application); the extract consists of misdemeanors and minor offenses, but excludes felonies since they are not used for citations. The weekly extract is also published on the MAJIC website: http://www.ajsac.state.ak.us/majic/uploads/CourtView.ECitationOffenseTable.xls

The Alaska TraCS Steering Committee needs to adopt procedures for updating the offense table for each TraCS user agency and pushing the changes out to the citation application on each officer's laptop. Procedures are also needed to help agencies filter the complete list of offenses to display only the information applicable to each agency.

## Reports

Reports are the primary method of output via the TraCS system. Since citation and collision forms must satisfy statutory requirements, the reports created for printing the output of these forms must

be consistent for all users of TraCS. Modifications to these reports must be approved by the TraCS Steering Committee. Requests for new custom reports will be brought to the Alaska TraCS Steering Committee for review and prioritization.

## TraCS Infrastructure

The infrastructure required for TraCS involves policy, procedures, documentation, support, and technology. Without this basic structure, it would not be possible to operate the system as a consistent whole. It would become a set of disconnected silos of information, would be more expensive to support, and it would be very challenging to share and transfer data. The infrastructure is also referred to as the "utility portion" of the TraCS system. It establishes the underlying elements needed to operate the system. Some of these elements will be provided by a single agency, and others will be created and maintained on a cooperative basis, with the approval of the Steering Committee.

### Statewide Repository

The statewide TraCS repository is a server, established and maintained by SOA DPS, for the purpose of collecting and consolidating TraCS data (including citations, crash reports, etc.) from multiple agency sites. This collection point is critical as it is the primary gateway from which TraCS data will flow to other data repositories for other systems such as CourtView (Alaska Court System information), ALVIN (Alaska License Vehicle Information Network), APSIN (Alaska Public Safety Information Network) and , and HAS (Highway Analysis System used by DOT & PF). Appropriate secure access for agencies with data stored on the server will be provided and maintained by DPS. Procedures and policies will be developed by the TraCS Steering Committee so that the process for access and support addresses the needs of all stakeholders and is clear, well defined, communicated to TraCS Alaska members, and understood.

### Reporting Systems

The ability to easily generate pre-defined reports and perform ad hoc queries is a vital element of the TraCS system. Reporting services will be available to Alaska TraCS members via pre-defined reports from the TraCS system itself, ad hoc query tools, or reports developed by Alaska TraCS members. Reports developed and published for multiple agency use will have documentation and will following published reporting standards for Alaska TraCS reports. Those standards will be developed by the Alaska TraCS Steering Committee. A primary goal of TraCS report generation will be the automatic delivery of consistent system-wide data to the Alaska Highway Safety Office for federal reporting purposes.

### Support Services

As with any large system, support is a vital component of the infrastructure. Procedures will be developed and policies generated by the Alaska TraCS Steering Committee and approved by TraCS

Alaska members for system support. This support will cover areas such as hardware, software, TraCS application, troubleshooting, site visits, training, policy, procedures, and documentation. No one agency can provide all of these services. The TraCS Steering Committee will define in more detail the types and level of support that could be provided by DPS and the type of support that each agency that uses TraCS will need to plan on and budget for to support its own use of the TraCS system. Applications for federal funding are possible through state agencies such as the Alaska Highway Safety Office and the Division of Measurement Standards and Commercial Vehicle Enforcement.

Standards-based system operation, with shared agency and community support, is one of the most sustainable methods of providing effective support for a statewide common application such as the TraCS system- However, local leadership participation and a community norm that encourages users to bring problems forward early with suggested solutions, is central. Several options are available for the TraCS Steering Committee to consider, including but not limited to:

1. Alaska model lead agency support – larger LEAs may elect to provide TraCS support to LEAs which may not have sufficient technology support personnel to be self-supporting. The lead agency would be based on a geographic area and would entail providing first line support for the TraCS system before escalation to the central Alaska TraCS support center. This may be a local medium to large police department or the local AST sector group.
2. Targeted expertise development within an agency to participate in specialties such as citation maintenance, TraCS forms and report maintenance or development, troubleshooting, training, documentation, policy & procedure maintenance, and statistical analysis and statistics generation via tools such as SQL report services.
3. Direct allocation of agency personnel to provide support for a specific number of hours per month.

## Initial Deployment

Using the TraCS system will be a significant change for some agencies. To ensure the highest degree of success and to minimize risk for all participants, the initial deployment will follow a planned and iterative pattern. That is, planning and pre-work (such as information gathering, application testing, and, if applicable, data migration) will be accomplished first. Then deployment sites will be selected based on readiness (a measure based on business process, technology, and personnel). The deployment schedule will be approved by the TraCS Steering Committee, and may also be based on factors such as geographic location. For example, initial equipment installation and training may be scheduled so as to reduce travel costs as much as possible.

## TraCS Fact Sheet

A fact sheet on the use of TraCS has been developed by DPS and AACOP. This is a one page document which explains to Alaska TraCS members what is the TraCS system, what it can do for them, what they need to do to prepare for TraCS, why they should participate, and where to obtain more information. It is not intended to be an in-depth, technically detailed document. It is intended to be introductory, answer the most common questions, generate interest and provide a common avenue for more information. This fact sheet will be distributed to agencies which have expressed an interest in the TraCS system or may benefit from using the TraCS system.

## Information Gathering – Survey

A site survey is being used to collect information on the readiness of target deployment sites. DPS and AACOP created the survey and sent it to agencies in advance to identify their interest and state of readiness for a TraCS deployment. Questions should be structured in such a way as to elicit the required information. Each site should identify a single point of contact. Personnel should be available to answer questions if any agency is uncertain how to answer a particular question. If possible, an on-line electronic questionnaire system should be used to capture the survey responses. Results should be published on the TraCS web site as part of project status.

## Application Migration

The pilot projects currently use TraCS version 7.3. The database, data, forms, and reports must be migrated to TraCS version 10 and tested prior to deployment. Systematic testing of the new version, compatibility testing of the forms and reports, and regression testing of known issues will need to be conducted prior to creating final deployment install packages. In addition, data has been collected during the pilot projects which will either need to be migrated into a central TraCS database or converted on field units.

## Deployment Model

Of prime importance to the deployment is the development of standards, policies, and procedures. These items must be developed and, where required, approved, before the actual deployment can begin. The deployment will be iterative, following 3 distinct phases. These are standards, policy, and procedure development (phase I), deployments (phase II), deployment lessons learned & follow-up (Phase III).

## Phase I Standards, policies, and procedure development

- TraCS user agreement
- TraCS agency use agreement,
- TraCS lead agency use agreement
- SOA TraCS usage policy
- TraCS daily operation procedures (including workflow, where relevant)

- TraCS Alaska User Manual
- TraCS Alaska administration guide (includes at minimum all infrastructure topics such as ordinance maintenance, server setup and maintenance, deployment package construction, application configuration settings, field unit hardware and operating system configurations).
- TraCS Alaska Quick Start Guide
- TraCS field user deployment guide
- Guide to TraCS Reports
- TraCS Policy and Procedure for TraCS System Change Requests
- TraCS Support Procedures & FAQ list
- On-line web training (at minimum PDF versions of the above documents)

### Phase II Deployment

DPS will utilize a variety of AST and SOA sites (DOT & PF or DMV) around the state of Alaska to test different deployment models for technology communications and deployment methodologies. Specifically, if a site with low technology communications bandwidth cannot accommodate the delivery of a citation or crash report to the central repository, alternatives can be explored to resolve bandwidth issues. Results from deployments at AST sites will be published to share the information regarding connectivity. This will ensure that all Alaska TraCS members know and understand already tested site requirements. The same methodology is true for deploying the various hardware and software elements of TraCS. DPS will test at SOA and AST sites and publish the results.

### Phase III Deployment "lessons learned" and follow-up

As sites are brought on-line and have had TraCS deployed, follow-up will be conducted on a routine basis to check operational status, address issues and problems, gather feedback, and make suggestions for improvements.

### Deployment to Alaska State Troopers and Other LEAs

The goal and objective of the initial deployment is to deploy the TraCS application to all applicable Alaska State Trooper sites and personnel in the field, who will use it to issue citations and document vehicle crashes. The processes of form completion will be made easier, creating professional, easy to read documents. The application will be implemented in such a way as to meet the data security and chain of custody requirements for law enforcement agencies.

DPS and its contractors will coordinate with any LEAs participating in TraCS to ensure that deployment resources will be made available to support LEAs as DPS deployment teams travel

around the state. A goal is to minimize the number of expensive trips to remote sites required to deploy the entire TraCS system both for the State Troopers and for LEAs.

Completing this task will increase the productivity of AST officers and effectively reduce costs for DPS. These same benefits would be applicable to any other Law Enforcement Agency in Alaska that deploys TraCS into its field units. The same security measures used in the AST implementation will be available to other agencies, ensuring that all meet any mandatory legal, policy and procedural requirements.

The purpose of this engagement is to get the necessary mobile devices with the TraCS application installed into the hands of AST officers, thereby providing them the benefits of electronic forms for citations and vehicle crash information. The deployment team manager will monitor progress to ensure that the appropriate quality of work is maintained throughout the project life cycle. Review of these activities and any noted errors will be part of the lessons learned process, minimizing errors from one deployment site to the next.

DPS will coordinate deployment with the Alaska Court System so that court clerks know when they will start receiving TraCS citations and understand the process for providing feedback to the TraCS Steering Committee.

### Scope of DPS Initial Deployment (2009)

The scope of the initial deployment encompasses

- deployment of mobile devices to pre-determined AST sites,
- migration of TraCS software from version 7.3 to version 10,
- assisting DPS personnel with any migration issues,
- developing TraCS server configurations,
- development and implementation of application security and access control;
- identification, analysis, and mitigation of security risks, and
- deploying servers to field sites.

This work may include: review of reports which were migrated from the prior version of TraCS, testing connectivity, finalizing mobile-desktop-server configurations, tracking reported issues and suggesting corrective action to resolve those issues.

The DPS deployment team will conduct post site follow-up to ensure that AST personnel are satisfied with the deployment. Deployment teams will use this information to improve any future TraCS site deployment.

## Support Model

One of the possible models for providing support for the Alaska TraCS system is the "New York State" model which is fashioned after the Lead Agency concept. This concept involves identifying an agency that handles the first level troubleshooting and provides advice on using the TraCS system for agencies in a particular geographic area. The structure for reporting and support under the Lead Agency model would be as follows:

1. Law Enforcement Agency without sufficient internal resources for full local TraCS support reports problems and issues with the TraCS system to the lead agency for the area.
2. Lead LEA provides first level troubleshooting and advice to the agency and to other LEA's in the geographic area. Lead LEA's escalate troubles and issues to TraCS Alaska central support at DPS. Note that the Lead agency can be either a medium to large LEA or the local AST group for that sector, so long as sufficient personnel are available to handle the lead LEA tasks.
3. DPS logs and tracks trouble reports and service requests for the TraCS Alaska members. Trouble reports in areas for which DPS is responsible will be assigned to DPS personnel. Trouble reports or service requests for which other agencies have committed to supporting, will be assigned to those agencies for resolution. If necessary, DPS will escalate issues to TraCS National, coordinate solutions, and work with agencies on implementation.

Other models are available and an LEA is under no obligation to become the lead agency in its area or for other agencies.

In the absence of a lead agency, the SOA Department of Public Safety would be a contact for any law enforcement agency in Alaska that wants to use the TraCS system.

A trouble tracking system which is available to agencies using the TraCS system, statewide, should be available to facilitate trouble reporting and service requests. This tool should be available via the TraCS Alaska web site.

## Training

Training for TraCS users will follow a train the trainer model. Each site or agency should identify at least one individual who will be extensively trained in the operational use of TraCS. The individual(s) will provide operational training to agency personnel. Training materials will be developed, ranging from a full Alaska operational user guide to quick reference sheets suitable for carrying in a vehicle, to process and policy documents guiding use of the TraCS system. Electronic versions will also be stored on the systems which are running TraCS as well as being available on the TraCS Alaska web site. On-line training will be available, which, at minimum, will include PDF

copies of the documentation. As questions come up, support FAQ's will also be developed and posted to the web site.

## Projects

The Alaska TraCS Steering Committee will participate in the selection and approval of all TraCS system-wide projects. The steering committee should craft a methodology for evaluating projects to determine if the committee will endorse the project and to prioritize approved projects. All TraCS related projects should be presented to the Alaska TraCS Steering Committee via a sponsor. Project proposals should:

1. Include a business case demonstrating the problem should be presented as a business case demonstrating the problem.
2. Explain how the proposed project will alleviate the problem.
3. Identify approximate cost, if known, and possible funding sources.
4. List stakeholders/agencies that will benefit from the project.
5. List agencies that have committed to working on the project, and any other resources available to help implement the project.

Projects should be evaluated on their merits, relationship to the TraCS system, feasibility, and scope or ability to benefit multiple TraCS members. The committee should vote on whether or not to support the inclusion of the project into the TraCS Alaska Strategic Plan. Projects should be prioritized so that a unified effort to obtain funding can be put forward by the Alaska TraCS Steering Committee. Listed below are TraCS Alaska projects, some of which are completed, others in progress and the remainder listed for future consideration and endorsement.

### Completed

#### Project: E-citation Version 1

| | |
|---|---|
| **Agency:** | DOT & PF/MSCVE, Alaska Court System |
| **Project Manager:** | Ulf Petersen, DOT & PF |
| **Goal/Purpose:** | To create the e-Citation form for Commercial Vehicle Enforcement using the TraCS Application for use in Anchorage. This project will provide for the hardware/software design of TraCS e-Citation form for CVE. |
| **Cost:** | $607,500 |
| **Funding Source:** | FMCSA |
| **Start Date & End Date:** | |
| **Performance Measures:** | |
| **Additional Information:** | |

## Project: E-citation Version 2

| | |
|---|---|
| **Agency:** | DOT & PF/MSCVE, DPS/AST, Alaska Courts |
| **Project Manager:** | Ulf Petersen, DOT & PF / Lt. Kat Peterson, AST |
| **Goal/Purpose:** | Refine e-Citation form to include uniform citation format – review requirements for electronic transfer of data to CourtView expand deployment to CVE statewide. This will establish uniform citation formation to be used by SOA LEA's. Develop XML file format for CourtView and APSIN. Generate citation in PDF and XML format. File paper copy of citations with Alaska Courts. |
| **Cost:** | $353,535 |
| **Funding Source:** | FMCSA |
| **Start Date & End Date:** | |
| **Performance Measures:** | |
| **Additional Information** | |

## Project: TraCS 12-200 Crash Form, Version 1

| | |
|---|---|
| **Agency:** | DOT & PF/MSCVE, DPS/AST, APD, Juneau Police, DMV |
| **Project Manager:** | Ulf Petersen, DOT & PF / Lt. Kat Peterson, AST |
| **Goal/Purpose:** | Develop 12-200 accident reporting form as a TraCS form. Run 90 day test pilot with DOT & PF/MSCVE, DPS/AST, APD, and JPD for injury or fatal crashes. Submit CRASH reports in PDF format over SOA WAN to TraCS server located at DOT & PF/MSCVE in Anchorage. CRASH report data information submitted to Safetynet server. |
| **Cost:** | $300,480 |
| **Funding Source:** | FMCSA & Alaska Highway Safety Office |
| **Start Date & End Date:** | |
| **Performance Measures:** | |
| **Additional information:** | |

## Project: AST TraCS Central Support/Infrastructure

| | |
|---|---|
| **Agency:** | DPS/AST |
| **Project Manager:** | Lance Ahern, DPS |
| **Goal/Purpose:** | Assess all TraCS phases to date, develop an IT strategy plan to create a production environment with DPS oversight for SOA law enforcement community. Determine operational requirements for TraCS production environment. Understand, document dependencies for TraCS production environment. Document any critical TraCS shortcomings. |

| | |
|---|---|
| **Cost:** | $100,000 |
| **Funding Source:** | |
| **Start Date & End Date:** | |
| **Performance Measures:** | |
| **Additional Information:** | |

## Project: E-citation Version 3

| | |
|---|---|
| **Agency:** | DOT & PF/MSCVE, DPS/AST, Alaska Courts |
| **Project Manager:** | Lt. Kat Peterson, AST / Diane Schenker, AK Court System |
| **Goal/Purpose:** | Develop TraCS citation form that can be used by any Alaska law enforcement agency for any misdemeanor or minor offense. The TraCS citation must be as similar as possible to the (paper) Alaska Uniform Citation (DPS form AUC 12.213AUC, and must be approved by the Commissioner of Public Safety and Administrative Director of the Alaska Court System |
| **Cost:** | $44,415 |
| **Funding Source:** | FMCSA |
| **Start Date & End Date:** | March 2007 – April 2009 |
| **Performance Measures:** | Compared to a paper citation, the TraCS citation should (1) be faster for the officer to issue; (2) have the same or better data quality (for example, accuracy of offense codes, DMV codes, fine amounts, etc.) ; and (3) be easier for law enforcement and court clerks to read. |
| **Additional Information:** | http://www.ajsac.state.ak.us/majic/CitationFormsNumbering |

## In Progress

## Project: TraCS AST Deployment

| | |
|---|---|
| **Agency:** | DPS/AST |
| **Project Manager:** | Lance Ahern, DPS |
| **Goal/Purpose:** | Develop and execute deployment plan for TraCS v10 in Alaska. Deploy TraCS v10 to designated AST sites as described in deployment plan. |
| **Cost:** | $497,972 |
| **Funding Source:** | DPS Capital funds |
| **Start Date & End Date:** | July 1, 2009 – June 30, 2010 |
| **Performance Measures:** | |
| **Additional Information:** | |

## Project: TraCS Citation 3.0 Electronic Filing to Court

| | |
|---|---|
| **Agency:** | Alaska Court System, DPS |
| **Project Managers:** | Diane Schenker (ACS)/Kat Peterson DPS/AST |
| **Goal/Purpose:** | Improve completeness, accuracy and timeliness of court records and use resources more efficiently by replacing paper with electronic filing for minor offense citations issued by TraCS users. |
| **Cost:** | This project is being completed with existing IT resources from the Alaska Court System. |
| **Funding Source:** | ACS is using existing personnel to fund development |
| **Start Date & End Date:** | 5/1/09 to 12/31/09 |
| **Performance Measures:** | Compared to a TraCS citation that is printed and filed on paper, the electronically filed TraCS citation should (1) be filed with the court faster; (2) have the same or better data integrity as a citation filed on paper, i.e., the citation received by the court is the same as the citation issued to the defendant; and (3) eliminate or reduce citation data entry work for court clerks. |
| **Additional Information:** | http://www.ajsac.state.ak.us/majic/Integrated Justice Projects/TraCS Citation E-File to Court |

## Project: TraCS Annual User Group Meeting

| | |
|---|---|
| **Agency:** | DOA/DMV |
| **Project Manager:** | Kerry Hennings, DOA/DMV |
| **Goal/Purpose:** | Conduct first Alaska TraCS annual user group meeting. |
| **Cost:** | $25,000 |
| **Funding Source:** | |
| **Start Date & End Date:** | August 11, 2009 – February 28, 2010 |
| **Performance Measures:** | |
| **Additional Information:** | |

## Listed for Future Consideration

## Project: DUI Package (future)

| | |
|---|---|
| **Agency:** | |
| **Project Manager:** | |
| **Goal/Purpose:** | |
| **Cost:** | |
| **Funding Source:** | |
| **Priority:** | Medium |
| **Performance Measures:** | |
| **Additional Information:** | |

## Project: Booking Form (future)

| | |
|---|---|
| **Agency:** | |
| **Project Manager:** | |
| **Goal/Purpose:** | |
| **Cost:** | |
| **Funding Source:** | |
| **Priority:** | Medium |
| **Performance Measures:** | |
| **Additional Information:** | |

## Project: TraCS Crash report Data Exchange (CRASH) and for DOT & PF (future)

| | |
|---|---|
| **Agency:** | |
| **Project Manager:** | |
| **Goal/Purpose:** | |
| **Cost:** | |
| **Funding Source:** | |
| **Priority:** | Medium |
| **Performance Measures:** | |
| **Additional Information:** | |

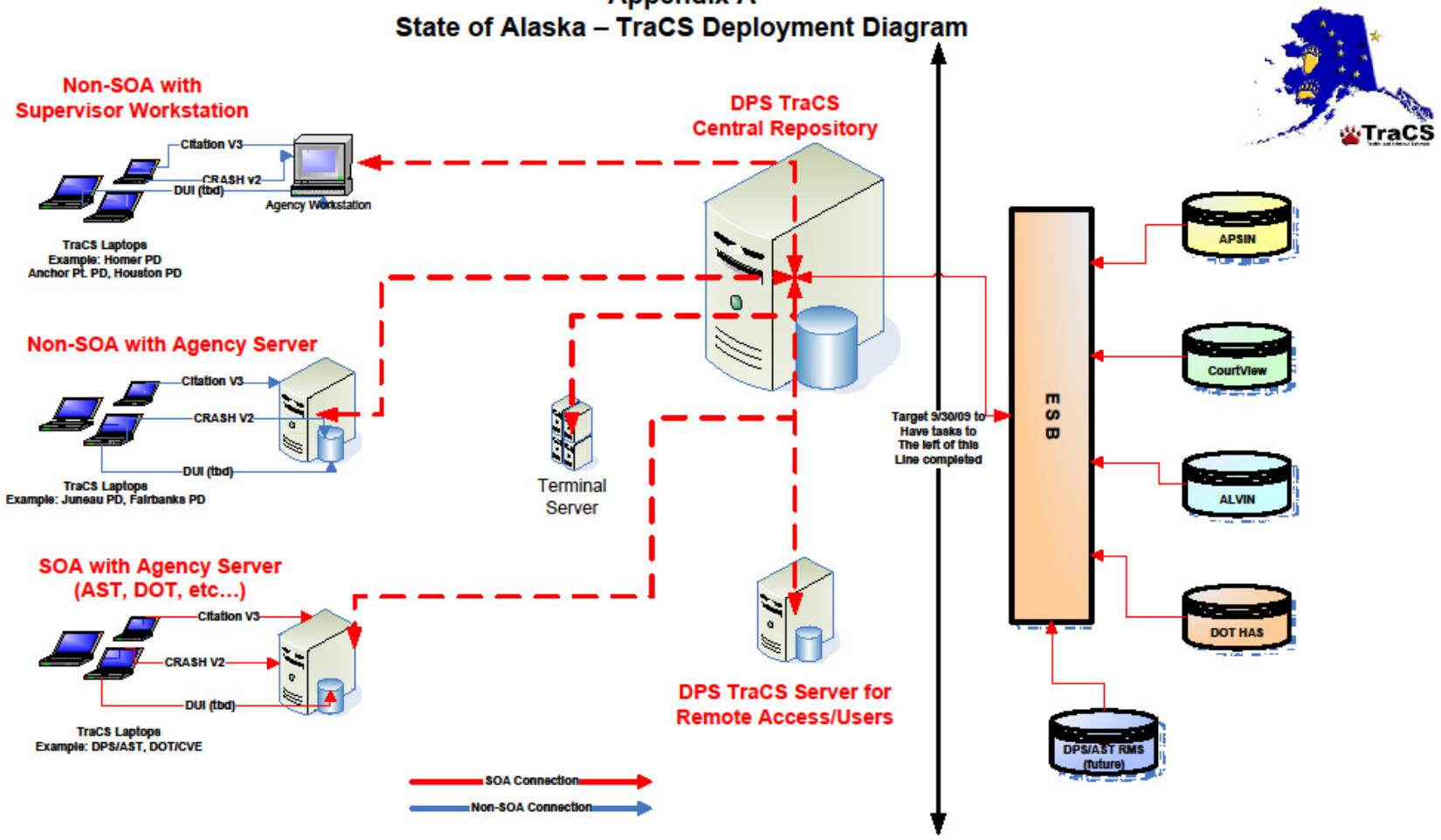
## Project: Evaluate & Assess RMS Interfaces (future)

| | |
|---|---|
| **Agency:** | |
| **Project Manager:** | |
| **Goal/Purpose:** | |
| **Cost:** | |
| **Funding Source:** | |
| **Priority:** | Medium |
| **Performance Measures:** | |
| **Additional Information:** | |

## Acronyms

| | |
|---|---|
| AACOP | Alaska Association of Chiefs of Police |
| ACS | Alaska Court System |
| AHSO | Alaska Highway Safety Office |
| ALVIN | Alaska License Vehicle Information Network |
| AST | Alaska State Troopers |
| ATRCC | Alaska Traffic Records Coordinating Committee |
| CJIS | Criminal Justice Information Systems |
| CVE | Commercial Vehicle Enforcement |
| DMV | Division of Motor Vehicles |
| DOT & PF | Department of Transportation & Public Facilities |
| DPS | Department of Public Safety |
| FARS | Fatality Analysis Reporting System |
| HAS | Highway Analysis System |
| LEA | Law Enforcement Agency |
| MMUCC | Model Minimum Uniform Crash Criteria |
| NHTSA | National Highway Traffic Safety Administration |
| TraCS | Traffic and Criminal Software |
| SOA | State of Alaska |

# Appendix A
## State of Alaska – TraCS Deployment Diagram



## Appendix B – Alaska TraCS Steering Committee Charter

**State of Alaska TraCS Steering Committee Charter**

**1. Purpose**

This Charter delineates the mission, objectives, organization, procedures, and functions of the Alas ka Traffic and Criminal Soft ware (TraCS) Steering Committee (here after referred to as Steering Committee) which consists of key officials from the following state and local agencies: Alaska Court System , Anchorage Police Department, Department of Administration / Division of Motor Vehicles, Department of Public Safety / Division of Alaska State Troopers and Division of Statewide Systems, Department of Transportation / Division of Measurement Standards and Commercial Vehicle Enforcement, Highway Safety Office, and Statewide Planning, Alas ka Railroad Police, and Alaska Association of Chiefs of Police.

**2. Mission**

The mission of the Steering Committee is to provide leadership oversight to TraCS projects in Alaska by providing a forum for state and local government personnel to address challenges, promote information sharing and cooperation, and make recommendations to State leadership on TraCS matters.

**3. Objectives**

Objectives of the Steering Committee are to:

3.1. Oversee implementation of TraCS projects;

3.2. Be accountable for TraCS projects and ensure that specific requirements by participating agencies are met;

3.3. Discuss topics relevant to TraCS implementation activities;

3.4. Represent the business interests of their respective agencies;

3.5. Review and approve plans for TraCS expansion in Alaska to ensure that Agency business requirements will continue to be met;

**4. Organization and Procedures**

4.1. Membership

4.1.1. Voting membership in the Steering Committee shall include only those individuals nominated by at least two voting members and elected by a majority of the voting membership;

4.1.2 Advisory membership shall include any individual nominated by at least 2 voting members.

4.2. Member agencies shall designate one voting representative and one alternate, who shall act on behalf of s aid agency's representative when the agency representative cannot attend.

4.2.1. Each voting member shall have one vote.

4.2.2. A quorum shall consist of a majority of the voting members.

4.3. Chair and Vice Chair

4.3.1. The Chair shall be a Steering Committee member nominated and approved by the Steering Committee.

4.3.2. The Chair shall serve a one calendar y ear term and may be reappointed to serve additional terms at the discretion of the Steering Committee.

4.3.3. The Vice Chair shall be nominated and elected by the voting membership.

4.3.4. Duties and responsibilities of the Chair (or Vice Chair) include:

4.3.4.1. The Vice Chair shall serve as Chair in the absence of the Chair.

4.3.4.2. Appoint a recording secretary from among the membership or a contracted project vendor, who shall be responsible for drafting official minutes of Steering Committee meetings.

4.3.4.3. Prepare an agenda; arrange a time, place, and facilities for the Steering Committee meetings.

4.3.4.4. Preside over Steering Committee meetings.

4.4. Subcommittees

4.4.1. Subcommittees may be established as ad -hoc working groups and terminated by consensus of Steering Committee membership or by direction of the Chair.

4.4.2. Subcommittee Chairs s hall be elected by a simple majority of the voting membership present at a scheduled meeting or may be appointed by the Chair.

4.4.3. Subcommittee Chairs shall report to the Steering Committee membership.

4.5. Charter Revisions

Charter revisions shall require a simple majority of Steering Committee members present at a meeting called by the Chair or the Vice Chair and where an agenda has been provided to the Steering Committee members.

4.6. Procedural Issues

4.6.1. Steering Committee meetings will be held either monthly or every other month. Addition al meetings may be called at the discretion of the Chair or Vice Chair.

4.6.2. Steering Committee meetings are open to the public.

4.6.3. Steering Committee m embers shall excuse themselves from participation on issues that are, or could represent, a conflict of interest.

4.6.4. Agenda item s and questions arising during the meetings may be debated, either formally using motions or in formally, before final action is taken on them, unless by a two-thirds vote the Committee decides to dispose o f the question without debate. Every motion should be seconded to prevent time being consumed in considering a question that only one person favors.

4.6.5. A majority vote is sufficient for the adoption of any motion, except as stated in 4.6.4.

4.6.6. Meeting minutes shall be kept and shall not report the debates, but shall mainly record what is “done” by the Steering Committee. Where issues are decided by voting, the meeting minutes shall report a list of the names of those voting on each side. The meeting minutes shall be distributed to the membership by email and, after correction, should be approved.

**5 Steering Committee Responsibilities**

5.1 Represent agencies committed to the success of TraCS projects in the State of Alaska.

5.2 Own the leadership accountability for TraCS projects, including approving and signing off on project plans, requirements documents, change orders, and other items central to the success of the projects.

5.3 Ensure that the project approach and schedule is appropriate to meet business objectives.

5.4 Ensure that the necessary resources are made available to TraCS projects.

5.5 Ensure that appropriate progress is being made on TraCS projects to meet goals and objectives.

5.6 Address issues and problems that are escalated from the lead agency/contractor team.

5.7 Make decisions that cannot be made by the lead agency/contractor team, such as allocating resources and prioritizing TraCS project activities against other agency projects and activities.

5.8 Escalate project issues to the Executive Oversight Committee when necessary.

5.9 Communicate project status and decisions to appropriate audiences.

5.10 Ensure that TraCS projects have the proper visibility within Alaska and nationally.

2008: version 1.0

## Appendix C – TraCS Fact Sheet

### Alaska TraCS Fact Sheet

TraCS stands for Traffic and Criminal Software.

Officers respond to many incidents every day. TraCS software is designed to simplify data collection and ease the administrative burden on officers.

TraCS provides field officers with electronic Citation and Crash Reporting forms. Officers scan licenses and registrations to quickly add accurate data to TraCS forms, running on their laptop computer. Common data, such as Individuals, Vehicles, Commercial Carriers, and Location are easily inserted wherever needed in all forms. Automatic location mapping and crash scene diagramming tools also speed up incident reporting.

TraCS has been evaluated for use in Alaska since 2006, first by Commercial Vehicle Enforcement (for Citations) and more recently by Wasilla PD, Fairbanks PD, and the State Troopers (for Citations and Crash Reporting). TraCS Training and a TraCS User Manual are available, and will continue to be updated.


Alaskan TraCS activity is governed by the TraCS Steering Committee, which currently includes representatives from eight state and local agencies. The AACOP representative on the Steering Committee is Chief John Lucking, Soldotna PD. See www.aacop.org/tracsalaska.htm for more info.

DPS has committed to roll-out the latest version of TraCS statewide in the coming months. DPS will build and operate an Alaska TraCS repository, staff a TraCS Helpdesk, provide reporting, and provide IT resources to help law enforcement agencies roll out TraCS in their communities. DPS intends to use existing APSIN connections wherever possible to support the TraCS system.

The Alaska Highway Safety Office and federal transportation agencies have supported, and continue to support, the equipment needs of agencies that would like to use TraCS; especially the purchase of Alaska TraCS certified ToughBook computers, printers, and bar code scanners. (Detailed information about compatible hardware can be found on the Alaska TraCS web site.) **Over $175 K** of grant funds have been received this year to support TraCS deployment in LEAs.

The State funds the TraCS software license for all Alaska law enforcement agencies. The Steering Committee oversees development of new TraCS forms and electronic data exchanges, such as future DUI and Booking forms. (DPS has a dedicated TraCS developer on staff.)

### TraCS Benefits Include

- Scan bar codes from the driver's license and registration to minimize errors and automatically fill driver and vehicle information on a citation or accident report.
- In-car printers allow an officer to quickly issue a legible traffic citation.
- Drop-down lists for violation codes (statutes, regulations & local ordinances) are easy to use.
- Selected violation code automatically fills in the DMV code, fine/surcharge amounts, and other information, saving officer time and reducing risk of errors.
- TraCS automatically generates a unique citation number.
- The TraCS citation form has been approved by DPS and the Alaska Court System.

Version 1.0 Alaska TraCS Steering Committee July 20, 2009